

# **DISTRIBUTION AND BRAND CHANGES**

## Questions and answers

### **How will members benefit from the changes?**

As a mutual organisation, with no external shareholders, our profits are reinvested into the business. The planned changes will see members being able to manage their accounts in over 230 branches and local agencies across the UK from Monday 18<sup>th</sup> July and will give them access to a wide range of products and services. We strongly believe the proposals will enable us to become more efficient and offer better long-term value to our members as well as greater choice and flexibility in where they do business.

### **Will members have to do anything as a result of these changes?**

We have contacted members impacted by the plans to explain how the changes affect them. For most people, this will mean visiting their usual branch, but with the Yorkshire Building Society sign above the door. For others, it may mean visiting a different branch nearby. Either way, we have strived to ensure the changes have been as smooth as possible for our members and colleagues.

### **Will members need new online login information?**

Members should continue to use their existing online accounts as usual, including their login details, until the changes come into effect.

We recently contacted all online Barnsley Building Society members with information about their online accounts which include the details they need to use [ybs.co.uk](https://ybs.co.uk).

### **Are product terms and conditions still valid?**

Yes, existing product terms and conditions remain valid unless we have communicated to customers otherwise.

### **Will chequebooks or passbooks change?**

Barnsley Building Society members will receive a Yorkshire passbook on their first transaction in a Yorkshire Building Society branch.

### **Do members have to change where they send correspondence?**

We have contacted all members who are impacted by these changes with details of what will become their local branch, if their current branch closes. This included notification of any change of address and telephone number, where necessary. Any correspondence addressed to central departments at our office locations will remain unchanged.

### **I've recently taken out a mortgage. Will this be affected by the change?**

Completed mortgages are unaffected by these changes. We will be in touch with any members currently in the mortgage process if they are impacted by the changes.

**Is the personal information of members secure?**

The security of all member and colleague information is a top priority for the Society and will not be undermined by the changes. We are an organisation built on trust and we will continue to do everything we can to protect information.

**Will the Society still support local communities?**

There will be no change to the community programmes currently in place. We remain committed to supporting good causes recommended by our colleagues and members in their local communities and this will continue.

**Will there be wheel chair access at my new branch?**

Access to all branches will be compliant with the Equality Act which includes wheelchair access.